

**DOC52PAPT1500005**  
**INFORMATION TECHNOLOGY END USER SUPPORT SERVICES**  
**ADDITIONAL QUESTIONS RECEIVED**  
**AFTER POSTING OF AMENDMENT 0005**

**1. Per the font requirements listed under Submission Requirements in Section L.16 letter (a), number (6), could you please clarify if the 12 point Times New Roman font is applicable to any/all text in the document, or if it is permitted to have a slightly smaller size font for tables and graphics? Does this also apply to the margins?**

Ans: The font size for all text is Times New Roman 12 point. Page margins shall be one (1) inch on all sides. Please see Section L.16.

**2. In reference to the first Q and A document, Question No. 219 and Section B.3. The USPTO has provided their estimates for increased hours within Section B.3.**

**a. Which task requirements are expected to grow to support these increased hours?**

Ans: The government is anticipating overall growth, however, no specific forecast has been developed estimating growth of specific tasks within CLIN 0001.

**b. Is there documentation that can be provided to further explain where increased support will be required?**

Ans: Not at this time.

**c. It is not possible for the vendor to price out CLIN 0001, without knowing expected areas of growth.**

Ans: The Government anticipates growth in the CLIN 0001 requirement with each passing year, as reflected in the annual escalation of the Government Estimated Hours in Section B.3.

However, the Government cannot state how the growth will manifest itself across the tasks that comprise CLIN 0001. The Government, therefore, expects that each offeror will allocate the additional hours in accordance with their underlying approach to fulfilling the base year CLIN 0001 requirements outlined in the PWS.

**3. In reference to Question 12 of the 2nd Q and A document and Attachment 1. The offeror is not to provide a staffing plan for Remote End User Support Services, however we are required to provide labor categories and number of hours required to support the regional locations, which ipso facto is a "staffing plan." In addition to this item, in reference to C.4 Background, the USPTO currently has 250 regional employees, but the offeror does not know how many of these employees are located at each regional site. Finally, Remote End User Support Services (C.18.2) are not part of CLIN 0001. The offeror has the following questions in regards to the above stated information:**

**a. Can the USPTO provide information on the number of employees and desktops per regional site?**

Ans: In accordance with Section C.4(a), there currently are approximately two hundred fifty (250) regional employees. Devices in support of these employees will be defined at the task order level.

**b. Are Remote End User Support Services meant to be priced out within the regional tabs of Attachment 1?**

Ans: No. See response to Question 3(c) below.

**c. If so how can we price this task requirement out if Remote End User Support Services are meant to be tasked out in the future on an as needed basis?**

Ans: For the regional tabs of Attachment 1 (Denver, Detroit, Dallas and San Jose), offerors shall ignore the Hours column and only provide their proposed labor categories and onsite/offsite rates for each year of the contract. Also, the regional tabs in Attachment 1 will not be evaluated by the Government, and so should not be included the offeror's Proposed Estimated Not-to-Exceed (NTE) Price required for CLIN 0001 in the table in Section B.3. Furthermore, Attachment 1 will not be revised.

**Note (1): The closing date and time for submission of proposals remain unchanged as Monday, September 21, 2015 no later than 12 p.m., local time of the Contracting Officer, Alexandria, VA.**

**Note 2: Submission of additional Questions may not be responded to before the deadline of the proposals.**